NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES (NNAMHS)

POLICY AND PROCEDURE

SUBJECT: CONSULTS – INTERNAL AND EXTERNAL

NUMBER: NN-PC-PL-03

ORIGINAL DATE: 06/13/95

REVIEW/REVISE DATE: 12/01/98, 04/01/99, 12/02/04, 8/2/07, 12/6/07, 8/19/10, 7/18/13

APPROVAL:______________Cody L. Phinney____________________, Agency Director

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I. PURPOSE

To ensure the provision of consultant services consistent with consumer needs.

II. POLICY

NNAMHS shall provide access to consultant services, including outside psychiatrists or other specialists, when warranted by the consumer's condition. Medical Staff members must request the consultation and follow the approval process described below.

III. REFERENCES

1. NNAMHS Policy NN-PC-AS-08 Diagnostic Radiology Services.
2. NNAMHS Policy NN-IM-MR-07Consumer Transfers and Documentation (COBRA).
3. NNAMHS Policy NN-IC-08 Tuberculosis Control.
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IV. PROCEDURE

A. Outpatient

1. Outpatients will be referred to their primary care physician or the appropriate community resources.

B. Inpatient – Emergency Care

1. Consumer's demonstrating emergent medical needs will be transported to an acute care hospital for diagnosis and treatment.
   a. Appropriate COBRA Forms are to be completed by staff and signed by the referring physician.
   b. The consumer must be discharged from NNAMHS at the time of the transport.
   c. The consumer must be asked to sign the Advanced Beneficiary Notice (ABN) to notify the consumer that their transportation cost may not be covered.
   d. Transport must have a written physician's order on the medical record as well as a supporting progress note.

C. Inpatient- Non-Emergency Care

1. Hospitalized consumers will be referred to community providers for necessary but non-emergent medical care.
2. A consultation process is required for consumers with non-emergent issues that require attention during hospitalization.
   a. The requisition form MR116, Consultation Request and Report, will be ordered by the physician and completed by the requesting physician or licensed nurse.
   b. The form will be submitted to the Hospital Medical Physician, or designee for review and approval or denial. If denied, the form must be returned to the consumer's inpatient medical record.

c. If the request is approved by the hospital medical physician, or designee, the form is then routed to Financial Services staff for financial information.
d. Financial Services staff will review for financial information and indicate the responsible party on the blue consult information form that will accompany the MR 116.
e. The Agency Director or designee will approve or deny the request.
f. After approval, the appointment will be made.
g. NNAMHS staff will transport the consumer, via state car, to the referral consultant's office.
h. A copy of the MR116 and blue consult information form shall accompany the consumer to inform treating facility of responsible billing party.
i. Staff escorting the consumer to the consultant's office must have knowledge of the consumer's condition in the event questions are asked which the consumer cannot answer.

3. The report from the consultant will be placed in the medical record by the unit nurse within one working day of NNAMHS receipt of the report. If the consumer has been discharged, the report will be sent to Health Information Services.
   a. The unit RN will date and initial the MR116, indicating review of the document.
   b. The attending physician will date and initial the MR116 after reading it.
   c. The attending physician will document in the progress note that they have read the MR116 and indicate an action plan.
4. When a Chest X-Ray is ordered to rule out active tuberculosis after hours, the X-ray will be done within 24 hours of being ordered and the consultation completed on the next business day.

   *See consultation process above.